



PUTTING PEOPLE FIRST

MAYOR RANDALL L. WOODFIN

CRITICAL REPAIR GRANT PROGRAM REQUEST FOR PROPOSALS for PROGRAM ADMINISTRATION

Request for Proposal Issuance Date: May 26, 2022

Submission Deadline: June 24, 2022, 4pm CST

**Community Development - City Hall
710 North 20th Street, Room 1000
Birmingham, Alabama 35203**

Background

The City of Birmingham ("City") is seeking non-profit agencies to administer the city-wide Critical Repair Program. The City's Community Development Department ("CDD") currently oversees the administration and funding of the Critical Repair Program which provides housing rehabilitation services to citizens of Birmingham. Through the Critical Repair program, home repairs are provided to 200 households annually within the city limits of Birmingham. The Critical Repair program is supported through an annual allocation of \$1.5 million in Community Development Block Grant (CDBG) Funding from the Department of Housing and Urban Development (HUD). To support the increasing demand for the home repairs, the City is seeking to identify agencies current applicants and a waitlist of over 300 households.

Amount of Funding Available

The budget allocated for the Critical Repair program is estimated at \$3 million over a 2-year period. The maximum grant funding that can be allocated per home is \$25,000. The expected contract period between the City and a program administrator will be for one year with a one-year extension.

Application and Approval Process

- RFP questions can be submitted before June 24, 2022
- HousingAndCommunityInfo@birminghamal.gov
- Proposal submission Deadline - **Tuesday June 24, 2022, at 4:00pm CST**
- Proposal Review process - June 24, 2022 – July 8, 2022
- Funding awards are anticipated in July 2022
- One-year contract is anticipated begin on August 2022

How Will Funding Decisions be Made?

Proposals will undergo an evaluation process conducted by a review committee ("Committee"). The Committee will develop a score for each proposal based on a combination of experience, staffing and cost as follows:

Proposals will be evaluated based on the following criteria:

- Proposal complete and meets all requirements- 20 points
- Experience with CDBG or federally funded programs/References - 20 points
- Staffing Plan - 20
- Performance measures for timeliness, customer satisfaction- 20 points
- Cost proposal - 20 points
- **Interviews**
The City reserves the right to determine whether interviews will be necessary and the number of proposers to be interviewed. If the City deems interviews necessary, selected proposers will be notified. The Proposer's primary contact, as well as other key personnel must be present and participate in the interview. The purpose of the interview is to further document the Proposer's ability to provide the required services and to provide the City review Committee with an understanding of how specific services will be furnished.

Eligible Applicants

Public or private non-profit agencies or organizations including faith-based organizations, units of local

government, and Community-Based Development Organizations are eligible to apply for CDBG funds under this RFP.

Eligible Homeowners

Eligible program participants must own and occupy the home to be repaired and have no intent of discontinuing occupancy of the home in the foreseeable future. Eligible program participants must meet the Department of Housing and Urban Development (HUD) income requirements for low-and-moderate income households at the time of application. Eligible program participants must be current on property taxes for the assisted unit.

Income Limits for Persons Receiving Services

The Critical Repair program must benefit persons or households that are considered very low or extremely low income; this is defined as 0% to 30% of the Area Median Income (AMI). Below are the yearly income limits based on household size:

Household size	1 Person	2 Persons	3 Persons	4 Persons	5 Persons	6 Persons	7 Persons
Yearly Income	\$16,100	\$18,4000	\$20,700	\$23,000	\$24,850	\$26,700	\$28,550

Eligible Properties/ Repairs

Only single-family homes that are owner-occupied within the boundaries of the Birmingham city limits. Repairs to conditions threatening the health and safety of the occupants are eligible. The following repairs below are considered as eligible repairs under the Critical Repair program:

- Roof Replacement
- HVAC repair or replacement
- Plumbing repairs
- Electrical repairs
- Limited sewer repairs
- Limited structural repairs
- Exterior painting

Repairs to outbuildings or items that do not affect the occupant’s conditions living inside the home are ineligible. For example, carports or driveways would be ineligible. Apartment or rental units are not eligible this program. Each eligible property can receive up to \$25,000 in repairs.

Ineligible Uses of Funds

The description of Ineligible Use of Funds are listed below:

- Administrative or operating costs that are not related in any manner to a service being delivered.
- Indirect costs that are not permitted by CDBG regulations, not adequately documented, and not properly allocable to the CDBG program.
- Political activities, including lobbying.
- Capital expenditures including purchase of vehicles, computers, printers, furniture, etc.; and
- Any other expenditures not permitted by CDBF federal regulations.

For additional information about eligible and ineligible uses of CDBG funds, please see:

https://portal.hud.gov/hudportal/documents/huddoc?id=DOC_17133.pdf

Scope of Services

The scope of services for the administrator of the Critical Repair Grant Program include:

General Program Administration

- **Primary Review** - Applications will be reviewed in batches based either on time of submission or their order in the waiting list. The program administrator case management staff will review each application, including documentation and determine whether the applicant is eligible for assistance through Critical Repair grant program.
- **Secondary Review/Case Curing** – Applications that are either missing required documentation or that require clarification will be given the opportunity to “cure.” The program administrator will issue notices to these applicants and provide them with the opportunity to update their application. Once the necessary documents are submitted, the application will receive a second review and a final approval or denial
- The program administrator will mobilize staff to deliver the program within the prescribed timeframe(s) and according to the rules of CDBG and policies provided by the City. The administrator will also be expected to complete daily management reports, any required HUD reports.
- The program administrator will provide staff to respond to inquiries using a toll free (e.g. 1-800 number) provided by the City that will route calls and messages to customer service representatives working at remote locations. The Vendor will hire and train staff to serve as Customer Service Representatives to: receive calls from the toll free number; answer basic questions from callers; follow up on inquiries using outbound calls, texts or email using Frequently Asked Questions, call scripts and following procedures to be developed by the Vendor in consultation with the City; assist applicants in completing the application.
- **Remote Application Intake Locations** – The program administrator will provide staff at public facilities (to be identified) serving as remote application intake locations. The Remote Application Intake Locations’ primary objective will be to ensure a fully accessible opportunity for all potentially eligible applicants to seek assistance, including those with limited technology access, non-English speaking applicants, those with hearing, speech and vision disabilities, and other vulnerable populations.
- **Financial Administration**
 - Prepare payment documentation as required by the City Department of Finance.
 - Track payments and spending

- **Marketing**
 - Marketing the program to ensure that there is ongoing, broad exposure for the program including
 - Designing, printing, and distributing materials
 - Attending community events and neighborhood meetings
 - Presentations for constituent groups such as seniors, targeted income groups, neighborhood meetings, etc. to increase awareness and promote program participation

- **Customer Relations**
 - Providing prompt and helpful customer service in areas including housing rehabilitation standards, grant underwriting, construction progress and completion.
 - Customer service should be provided by phone, email, website, and in-person to participants and potential participants.

- **Applicant Screening & Qualification**
 - Assess program applicants for eligibility including income eligibility and ownership status
 - Verify title and ownership status of the property
 - Verify the property is owner-occupied.

- **Project Scope of work and Inspections**
 - Environmental, Historic Preservation, and Lead Based Paint reviews under state and federal statutes
 - Prepare a cost estimate, prepare bid packages, conduct a bid walk for contractors
 - Review bids for costs and program standards and assist owner with contractor selection
 - Prepare and execute all project documents including grant agreements, inspection reports, photos, construction-related documents, Notice of Completions, and all other documents related to the project.

- **Contractor Oversight**
 - Program administrator to screen and require contractors to be licensed and insured. Additionally selected contractors shall not be debarred or suspended or is otherwise excluded from or ineligible for participation in Federal assistance programs under Executive Order 12549.
 - Require contractors to obtain building permits for structural, plumbing, electrical, heating, and any other repairs that require County inspections and secure the all required permits from the County's Building Department.
 - Payments
 - In cooperation with owners, authorize direct payments to contractors
 - Require and receive lien releases from contractors

- **Reporting Services**

The following information shall be reported on an annual basis.

 - *Financial*
 - Program expenditures per individual project and cumulative totals for the Program and subprograms.
 - Program expenditures by individual subprogram and cumulative totals

- *Performance* - Progress toward meeting Program goals including:
 - Project address
 - Name and address of applicant
 - Date of application received
 - Date of inspection(s)
 - Project start and completion dates
 - Description of work performed
 - Name of contractor
 - Total number of applications
 - Total number of units under construction
 - Total number of units completed or committed
- *Demographics*-
 - Owners/Tenants
 - Name
 - Address
 - Income level
 - Race and ethnicity per applicable federal and state statutes
 - Head of household (female, elderly, disabled)
 - Household size

Insurance Requirements

Type of Insurance	Minimum Limits
Commercial General Liability	\$1,000,000 per occurrence. Commercial general coverage covering comprehensive General Liability on an “occurrence” basis
Automobile Liability	\$1,000,000 per occurrence. No endorsement shall be attached limiting the coverage.
Workers’ Compensation	\$1,000,000 per accident. Subrecipient may rely on a self-insurance program to meet those requirements, but only if the program of self-insurance complies fully with the provisions of the State of Ohio. The Workers’ Compensation policy shall be endorsed with a waiver of subrogation in favor of the entity for all work performed by the Subrecipient, its employees, agendas, and subcontractors.
Professional Liability For licensed professionals performing work pursuant to this Agreement	\$1,000,000 covering the licensed professionals’ errors and omissions. Any deductible or self-insured retention shall not exceed \$150,000 per claim

Compliance and Monitoring

The Community Development Department will monitor the program administrator to ensure that:

- Proper accounting and financial controls are in place
- Program regulations are being followed
- Supporting documentation is provided for all expenses
- Services benefit low- to moderate-income persons and data is being collected
- Services are being delivered in a timely fashion
- Progress is being made towards performance goals
- CDD Housing Rehab Specialist will provide inspection services to develop scopes of work.
- CDD Housing Rehab Specialist will prepare a scope of work in cooperation with the owner
- CDD Housing Rehab Specialist will review bids for costs and program standards
- Provide post inspections to review contractor work to ensure compliance with local and State health, safety, and building laws along with contract and Program standards.

Federal Lobbying Prohibition Disclosure

All agencies that receive CDBG funds must sign and follow the Certification for Federal Lobbying Prohibition Disclosure in contract documents as required by HUD. For additional information, please see this link: https://lobbyingdisclosure.house.gov/amended_lda_guide.html

Invoicing and Reporting

Program administrators will submit monthly invoices and performance reports for reimbursement. Contract end reporting will be submitted no later than 30 days after the end of the contract.

Proposal Requirements

Each response to this RFP shall include the information described in this section. Provide the information in the specified order. Failure to include all the elements specified may be cause for rejection. Additional information may be provided but should be succinct and relevant to the goals of this RFP.

- **PROJECT SUMMARY / SCOPE OF WORK**
Provide a summary of the services your agency proposes to provide for each item listed in the Scope of Work. However, the Scope of Work is not exhaustive therefore if there are other tasks you feel are important in administering a successful program, please include them as additional items in your scope of work. Please also make sure to include the following information: title of this RFP, name and mailing address of organization, and identify the designated contact person (including email address and phone number).
- **PROPOSED GOALS**
Provide a statement that is not more than one (1) page identifying your proposed goals for each of the contracts 3 years. The proposed goals should include number of grants you expect to issue and any other milestones you anticipate completing and reporting on.
- **QUALIFICATIONS**
Provide a statement that is not more than two (2) pages listing the professional qualifications and experience of your organization and its specialized experience and technical competence that qualify it to administer the CDBG Emergency Home Repair Grant Program.

- **EXPERIENCE**

Provide a statement that is not more than two (2) pages listing any current or past experiences with administering similar types of programs and indicate the clients/program names, locations, and dates administered.

- **PROPOSED TEAM AND ORGANIZATIONL STRUCTURE**

Describe the organizational structure which will administer the Critical Repair Grant Program. Identify key personnel (including subcontractors) who will have substantial roles in program administration. Describe personnel responsibilities and include resumes for them.

- **PROPOSED BUDGET**

Describe your proposed budget to administer the Home Repair Grant Program. The anticipated budget is \$3 million over 2 years. The program administration budget may not exceed 20% of the total annual program budget for each fiscal year. Provide any leverage of outside funds or in kind-services.

- **REFERENCES**

Provide a list of names, addresses, and telephone/email contacts of at least two (public sector preferred) clients for which the firm/organization has successfully administered a single-family residential rehabilitation program or any other federal grant program.

- **EXPECTATIONS OF COUNTY**

Identify any information and tasks expected from the City to enable you to complete the Scope of Work.

SUBMISSION REQUIREMENTS

Proposers shall submit all requested items.

DEADLINE: Tuesday June 24, 2022 by 4:00 PM

Submission Format

- Email (1) PDF copy to HousingAndCommunityInfo@birminghamal.gov
Please note in Subject line Program Administration RFP
Attn: Cory Stallworth, Senior Deputy Director

Failure to provide all required submittals in completed form may result in a proposal being found non-responsive and given no consideration. Proposals must be neat, complete, and fully address all information requested.

Questions

If you have questions, please contact at HousingAndCommunityInfo@birminghamal.gov as questions should be in writing and submitted before June 24, 2022. Questions/ Answers will be posted at Community Development Website accessed through: <https://www.birminghamal.gov/community-development/>